



South East Reapers

Concerns, Complaints & Grievance Policy and Procedures

Purpose

This policy has been created to act as a guide in the process of managing a concern, complaint, or grievance.

South East Reapers (“the Club”) works in partnership with **Casey Basketball Associations** and Basketball Victoria. The Club is committed to the health, safety, and well-being of all members and participants and aims to provide a safe and inclusive environment for everyone involved in the sport.

This includes all stakeholders, players, families, volunteers (Coaches, Team Managers, Committee Members, Scoring Officials), and officials.

Policy Statement

1. This policy is available to all members via the Club.
2. All stakeholders have the right to report a concern, complaint, or grievance without fear of retribution or discrimination.
3. Volunteers and players have the right to participate and operate in a safe environment that promotes:
 - Equal opportunity
 - Inclusion
 - Respect
 - Integrity
4. All stakeholders are expected to treat others with respect and contribute to a positive and inclusive environment.
5. Concerns, complaints, and grievances will be handled in a positive, productive, and professional manner.

6. Children and young people:
 - Have the right to feel safe
 - Are encouraged to speak up
 - Will be supported throughout the process
 - Will be treated with respect and heard
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Complaint Resolution Process

Step 1 – Direct Resolution

7. Any person who feels unhappy with the behaviour of another participant (e.g., parent, player, or spectator) should attempt to resolve the matter directly in a calm, respectful, and orderly manner.
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Step 2 – Team-Level Escalation

8. If the issue cannot be resolved directly, the matter should be raised (verbally or in writing) with the **Team Manager or Coach** to attempt resolution.
 9. Club members must **not approach opposition players, coaches, team managers, or spectators** directly regarding complaints.
 - All concerns must be directed through the Team Manager or Coach.
 10. Members must **not approach officials from Casey Basketball Associations** unless there is an immediate or serious safety risk.
- All communication should be handled via Club representatives.
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Step 3 – Formal Complaint

11. Basketball Victoria's Tribunal handles serious behavioural matters both on and off the court.
 - Penalties may be imposed, including severe sanctions such as lifetime bans.
12. If required to attend a Tribunal hearing, a South East Reapers Committee member will endeavour to provide support.
13. Concerns regarding officials should be raised through the Team Manager, who will follow the appropriate process.
14. Complaints regarding:
 - Court time
 - Player performance

must **not** be raised during games or training sessions.

- A suitable time should be arranged through the Coach or Team Manager.
15. If dissatisfied with the outcome at team level, the matter may be escalated **in writing** to the Club President.
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Complaint Management Process

16. As the Club is volunteer-run, all complaints will be acknowledged within **three (3) business days**.
17. The President will assess the complaint and determine the appropriate course of action, which may involve:
- Team Manager
 - Coach
 - Age Group Coordinator
 - Executive Committee
 - Full Committee
18. The Club will attempt to mediate the matter within **two (2) weeks** of receiving the complaint.
- This may include meetings, discussions, or written statements.
19. The Club may collect and share relevant information to ensure decisions are based on evidence.
20. All representatives involved will:
- Act fairly and equitably
 - Maintain confidentiality
 - Handle matters responsibly
21. The Club may monitor outcomes and conduct follow-up actions where necessary.
22. Upon resolution, relevant parties will be informed of the outcome where appropriate.
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Escalation Outside the Club

23. If the complainant remains dissatisfied, they may escalate the matter in writing to:

Casey Basketball Associations
65 Berwick-Cranbourne Rd
Cranbourne East VIC 3977

Relevant information may be shared with Casey Basketball Associations where appropriate.

Governance & Compliance

24. The Club follows the principles outlined in the **Basketball Victoria Member Protection By-Laws**.

25. The Club reserves the right to:

- Issue warnings
- Suspend participants
- Cancel registrations

where behaviour is deemed unsafe or inappropriate.

26. The President, in consultation with the Executive Committee, may immediately terminate involvement of any individual who continues to display inappropriate behaviour.

27. Any cancellations may be eligible for refunds in accordance with the Club's Terms and Conditions.

Additional Provisions

28. The Club may contact previous clubs to:

- Identify repeated behaviours
- Gather relevant background information

29. The Club may seek advice from:

- Casey Basketball Associations
- Basketball Victoria

30. The Club will report any concerns relating to **child abuse** to:

- Police
- Child Protection Services